81st Educational Program and National Meeting

JULY 1-5, 2019
Hilton Chicago
720 South Michigan Avenue
Chicago, Illinois

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SCHEDULE-AT-A-GLANCE

SUNDAY, JUNE 30
Registration 12:00–4:00 PM
Board of Directors Meeting 9:00 AM–5:00 PM
Council Meeting 5:00–9:00 PM

MONDAY, JULY 1
First Time Attendee Orientation 7:00–8:00 AM
Registration 7:30 AM–4:00 PM
Opening Ceremony 8:30 AM
Keynote Address 9:00–10:00 AM
CE General Session 10:30–11:30 AM
CE Sessions 1:00–3:15 PM
CE General Session 3:45–4:45 PM
Welcome Party 7:00 PM

TUESDAY, JULY 2
Registration 7:30 AM–2:00 PM
New Delegate Orientation 7:30–8:30 AM
CE Workshop 8:30 AM–12:00 PM
CE Sessions 8:30 AM–12:15 PM
MA Student Challenge Bowl 11:30 AM–1:00 PM
Committee Meetings 1:30–3:00 PM
Meet the Candidates & Resolutions 3:30–5:00 PM
Awards Banquet 6:00 PM

WEDNESDAY, JULY 3
Registration 7:30 AM–4:00 PM
State Presidents’ Forum 7:30–8:30 AM
Credentialing of Delegates 7:30–8:30 AM
CE General Session 9:00–10:00 AM
CE Sessions 1:00–4:45 PM
Editor’s Workshop 11:45 AM–1:00 PM
CE Workshop 1:00–3:30 PM
CE Sessions 1:00–4:45 PM
OGM Dinner (Invitation Only) 7:00 PM

THURSDAY, JULY 4
Registration 7:30 AM–12:00 PM
District Meetings 7:30–8:30 AM
Credentialing of Delegates 8:30–9:00 AM
AMTIE Annual Business Meeting 9:00–9:30 AM
Town Hall 9:30 AM–12:00 PM
Lunch of Champions (Invitation Only) 12:00–1:00 PM
AMT Annual Business Meeting 1:30–4:30 PM
Board of Directors Organizational Meeting 4:30–5:00 PM
Sweet Suite Dessert Reception 7:00–9:00 PM

FRIDAY, JULY 5
State Society Leadership Training 9:00 AM–4:30 PM

SATURDAY, JULY 6
Council Meeting 9:00 AM–5:00 PM
CONTINUING EDUCATION SESSIONS

Earn up to 13 hours of CE from attending the Keynote Address, three General Sessions, two Workshops, and your choice of more than 30 breakout sessions. Breakout sessions are grouped under four tracks (laboratory, leadership and profession development, medical assisting and other allied health.) Attendees may attend any session in any track. All sessions earn 1.0 CE credits with workshops earning 2.5 credits.

DAY 1 — MONDAY, JULY 1

1901 KEYNOTE ADDRESS
9:00 – 10:00 AM
Exceptional Experiences: Every Patient ... Every Time
Presented by Chip Madera, MS, CSP

The patient experience has become a game changer in the healthcare industry. New reimbursements from Medicare and Medicaid hinge on advanced outcomes (HCAHPS and Patient Satisfaction). Never before in the history of healthcare has the perspective and opinion of patients meant more to bottom line profits. This keynote highlights a simplified vision for excellence on which all healthcare professionals should strive to achieve. Your leave this opening presentation with a fire in your belly and a renewed passion about your profession and the significant difference you make every day.

After attending this session, you will be able to:

• Identify key attributes and attitudes of those who provide excellent care and exceptional patient experiences.
• Review key strategies for how medical technologists create value for the organizations they serve.

1902 GENERAL SESSION
10:30-11:30 AM
Drug-Like Molecules From the Microbiome
Presented by Dylan Todd, MD, PhD

The human gastrointestinal tract is inhabited by an incredibly dense population of microbes, termed the microbiome. These microbes influence many aspects of normal human physiology and are implicated in health and disease. One of the most important way that the microbiome influences health is through the production of drug-like small molecules. By controlling the production of drug-like molecules from the microbiome, new therapeutic approaches are emerging that will likely change the landscape of personalized medicine.

After attending this session, you will be able to:

• Describe how small molecules from the microbiome impact human health and disease.
• Discuss how targeting microbial small molecules is an emerging new therapeutic modality.

1903 BREAKOUT SESSIONS
1:00-2:00 PM
Kahoot It! Are You Smarter Than a Medical Laboratory Science Student?
Presented by Dr. Georgia McCauley, PhD, MBA, MT(AMT)

This is an interactive medical laboratory trivia learning game using your mobile device to review timely and timeless topics in hematology, immunohematology, clinical chemistry, microbiology, and urinalysis and body fluids. Make learning fun! Download the app Kahoot! on Android or Apple devices prior to attending this session.

After attending this session, you will be able to:

• Review relevant information used in the clinical laboratory primary disciplines.
• Identify strengths and weaknesses in current medical laboratory topics.

1904 Overview of Next Generation Cardiac Troponin High Sensitive Assays
Presented by Arleen Francis, BSN, RN, MSL

Current guidelines recognize troponin as the preferred bio marker in the detection of myocardial infarction. Over the past decades, enhancements in troponin assays have improved analytical sensitivity that has enabled more rapid and more effective rule-in and rule-out strategies. The implementation process of this assay into clinical practice, requires greater understanding from the key stakeholders. All disciplines require education for optimal assay utilization for patients presenting with suspected acute MI.

After attending this session, you will be able to:

• Distinguish between contemporary and high sensitivity Troponin assay.
• Identify the disciplines involved in successfully implementing assay into clinical practice.
• Summarize the value of utilizing a more sensitive assay in acute care setting vs. current contemporary assays.
1905  A Glimpse Into the World of Dementia
Presented by Sharon Young, PAC Certified Dementia Consultant
Medical Assisting Track
With Alzheimer’s and related dementias on the rise, individuals with cognitive impairments caused by dementia are meeting not just nursing staff, but a variety of healthcare professionals. The value of understanding Alzheimer’s disease and dementia is immeasurable for staff at any level who care for persons who live with dementia. This interactive educational session is presented by a PAC Certified Independent Consultant and practitioner and is designed for healthcare professionals that want to have more insight into the world of dementia, gain some basic skills, and practical advice to help facilitate effective communication and a more positive approach to helping persons living with dementia.
After attending this session, you will be able to:
• Enhance your knowledge and awareness of dementia.
• Describe how to effectively communicate with persons with dementia.
• Explain techniques to engage and interact with persons living with dementia.

1906  Multiple Generations in the Workforce
Presented by Deborah Janeczko, RMA(AMT), MEd
Leadership & Professional Development Track
The customer is always right! Are you sure? Do you know who really is your customer? Come to this session and learn the how, when, what, when, and where of the definition of customer care and why it is still viable in 2019.

Today there is a record five generations working. This session will review the five generations and increase the participants knowledge and understanding of the multigenerational workplace. Discussions will include enhancing comprehension of how generational differences impact the workplace, promoting skills for effective inter-generational communication, and expanding capacity to manage diverse learning style across the generations.

After attending this session, you will be able to:
• Increase knowledge and understanding of the multigenerational workplace.
• Enhance comprehension of how generational differences impact the workplace.
• Promote skills for effective inter-generational communication.

1907  Be Prepared: Tips and Tools for a Successful CAP Inspection
Presented by Joan K. Kosiek, MS MT(ASCP), SH, MB
Leadership & Professional Development Track
Are you anxious about your upcoming CAP inspection? Gain tips on what you should have ready for the inspection team. Discover available CAP resources to help you get organized. Learn how to comply with the new and revised checklist requirements for 2018. Discuss the most frequently cited deficiencies and how to avoid being cited!

After attending this session, you will be able to:
• Provide guidance on inspection preparation.
• Identify inspection resources available from CAP.
• Discuss new and revised checklist requirements / most frequently cited deficiencies.

BREAKOUT SESSIONS
2:15-3:10 PM

1908  No Can Do: Foodborne Botulism Toxin Poisoning from Home Canning
Presented by Cherry-Ann Da Costa-Carter, MS, MPH, MT(AMT), RPT(AMT)
Laboratory Track
This session will provide an overview of the microbiology and epidemiology of Clostridium botulinum and the potential to produce botulism neurotoxin in canned foods. We’ll discuss case studies where improper home canning went terribly wrong and lead to life threatening outcomes and review an evaluation of botulinum neurotoxin and Clostridium botulinum detection methods.

After attending this session, you will be able to:
• Describe the etiology and epidemiology of botulism poisoning.
• Discuss comparative diagnostic methods and how they are used to determine the presence of botulism.
• Discuss case studies of botulism neurotoxin from home canning.

*As of May 2019, subject to change.*
DAY 1 — MONDAY, JULY 1 (continued)

1909 Proficiency Testing: Turning Pitfalls into Positive Outcomes
Presented by Margaret Blaetz, CLC, MLT(AMT), CCCP(AAPOL), MLT(ASCP)

Laboratory Track
This session will provide an overview of Proficiency Testing (PT), an external inter-laboratory quality control that simulates real patient samples and the testing of those samples and assist you in identifying the pitfalls in your PT program and turn them into positive outcomes. A survey of inspectors for CLIA, COLA, and CAP has identified PT as one of the top three areas for deficiencies and citations in the clinical laboratory. Many laboratories, whether unknowing or understaffed, fail to treat PT samples the same way they treat patient samples. Unsigned attestation and failure to perform corrective action are other common areas of concern.

After attending this session, you will be able to:
- Identify when PT is required.
- Explain troubleshooting unsuccessful performance.
- Outline steps to resume testing after required “cease testing.”

1910 Four Deadly Rhythms
Presented by Theresa Jones

Medical Assisting Track
The purpose of this session is to overview the identification and treatment of deadly arrhythmia and what role medical assistants play.

After attending this session, you will be able to:
- Identify the top four arrhythmia that require BLS / Code Blue intervention.
- Describe what mechanism make these top four arrhythmias dangerous.
- Explain the role of a medical assistants in assisting with these deadly arrhythmias.

1911 Managing Stress in the Healthcare Setting
Presented by Deborah Janeczko, RMA(AMT), M.Ed.

Leadership & Professional Development Track
Everyone suffers from stress at some point in their career. This session will present techniques to manage stress to prevent career burnout. The session will present causes of workplace stress, manifestations of stress, identifying stress triggers, and tips to manage and reduce stress. Additionally, this session contrasts workplace stress and job burnout. Included are signs and symptoms of burnout, the 3 “R’s” of burnout, burnout recovery. This session concludes with a discussion regarding employer strategies to decrease stress and burnout in employees.

After attending this session, you will be able to:
- Define workplace stress versus job burnout.
- Contrast workplace stress versus job burnout.
- Develop strategies to decrease employee stress and burnout.

1912 Volunteer Leadership: A Difference Maker
Presented by Jeffrey Lavender, MBA, MT(AMT), U.S. Army Sergeant Major (Retired)

Leadership & Professional Development Track
AMT is led by an all-volunteer group of hardworking leaders. But leading volunteers can sometimes be worse than herding cats, and sometimes very rewarding and joyful. This session will discuss methods and tips to effectively lead volunteer leaders and volunteer workers to make a difference in the organization and in the community. Come with an open mind prepared to share your experiences and learn from others.

After attending this session, you will be able to:
- Define and discuss characteristics and traits of Volunteers.
- Define and discuss characteristics and traits of Leaders.
- Discuss methods and tips for leading and developing volunteers.

1913 GENERAL SESSION
3:45-4:45 PM
Courageous Leadership: Inspiring Others in Times of Change
Presented by Chip Madera, MS, CSP

Great leaders are constantly developing strategies to assure success during challenging times. In an uncertain economy, leaders must demonstrate confidence and engage others with an inspiring vision.

In this dynamic, high energy presentation, Chip Madera, MS, CSP will identify the most significant roles leaders must master to help others embrace change, maximize performance and accelerate results during challenging times. From his heart-warming stories, to his humorous down-to-earth style, leaders will walk away from this presentation with the tools and insight to take your organization and your team’s performance to the next level.

After attending this session, you will be able to:
- the most significant self-perceptions necessary to lead others successfully.
- Review key strategies to engage others in your directives and influence higher levels of engagement.
Successful Integration of Technology in the Classroom

Presented by Christine Dzoga, CMA, BS
Medical Assisting Track

Technology touches all our lives, our communities, yet most schools are behind when it comes to integrating technology into classroom. Technology, when properly used, will help students acquire the skills they need to survive in the highly technological career of Medical Assisting. Integrating technology into a Medical Assisting Program means more than teaching basic computer skills and EMR software programs in a separate computer class. Effective technology integration is achieved when the use of technology is routine and when technology supports curricular goals of the program.

After attending this session, you will be able to:
• Discuss the implementation of digital products into the classroom in stages.
• Explore the benefits of using digital products to tap into different learning styles.
• Explain the utilization of digital products to assist in evaluation and assessment.

Pre-Analytical Best Practices in Blood and Urine Collection

Presented by Jean Tenuta, MS, MBA, MT(ASCP), DLM, SLS, CQA(ASQ)
Laboratory Track

Attendees will learn/reinforce knowledge of proper collection, handling of blood and urine samples so that results generated most accurately reflect in vivo status in the patient. Collection devices may alter results; this session will bring awareness of best practices and materials to avoid.

After attending this session, you will be able to:
• Describe appropriate specimen handling techniques of commonly collected samples.
• Identify false positive / inaccurate results generated from improper techniques.
• Implement unnecessary rework or inappropriate treatment and increase efficiency.

Migraine Madness: More than “Just” a Headache

Presented by Holli Courtright, BSN, RN-BC
Medical Assisting Track

Migraines are seen commonly in many types of practice settings. This session seeks to better staff understanding of migraines, triggers seen with migraine, common first line treatments, common medications, red flags, and determining the patient’s primary focus. To care for patients suffering from migraines it is important to understand the many details that can affect a patient’s experience and control of their migraine pain.

After attending this session, you will be able to:
• Identify common triggers of migraines.
• Describe common first line treatments for migraines.
• Discuss the patient’s primary concerns about their migraines.
1919 Breakthrough Medical Technologies for Patients and Practitioners: Facilitating an Ideal User Experience

Presented by Melissa Hanna
Medical Assisting Track

Session will focus on how to make patients and practitioners more comfortable around innovative and breakthrough medical technologies. This involves best practices like more proactive involvement and in-clinic onboarding: providing them with active demonstrations in the clinical setting rather than passively giving the patient instructions on using new technology. For instance, with patients, this could include introducing and demoting a glucose meter during the patient’s appointment, and asking the patient to engage with the meter, rather than providing the patient with a script to purchase one at the pharmacy. For practitioners, creating easy-to-use health record, billing and diagnostic technologies with clear instructions, on-demand technical support, and regular retraining. The ultimate goal of these tactics is to make healthcare more accessible to patients and practitioners by helping them become more accustomed and amenable to new technology.

After attending this session, you will be able to:
• Identify best practices around introducing new technology to patients and practitioners.
• Explain common problems and solutions around onboarding new users.
• Discuss optimizing for accessibility in a changing healthcare landscape

1920 Spinal Cord Injuries

Presented by Solomon Goldenberg, MBA, M.Sc. (Lon) FRCGP (Lon)
Medical Assisting Track

The session will cover anatomy of the spinal cord, causes of injuries, diagnosis, radiology and management. The attendees will understand the injuries to the spinal cord and the various treatments available.

After attending this session, you will be able to:
• Identify various spinal cord injuries.
• Discuss symptoms presented to doctors and diagnoses.
• Explain new and present-day treatments of spinal cord injury.

1921 Practical Solutions for Clinical Professional Practice Sites

Presented by Kathryn Webster; Deborah Johnson; Meridee VanDraska; and Dr. Beverly Barham
Other Allied Professions Track

Agreeing to host a student for a professional practice experience is often a difficult decision for a lab manager or clinical educator. Clinical laboratories are busy places due to additional testing workload and when staffing shortages occur. “Paying it forward” and helping to educate the next generation of laboratory professionals is a worthwhile goal for those in the clinical setting but many times the tasks required in addition to teaching the student at the bench, are just too cumbersome and time consuming. This is a look at how one MLS program has streamlined the experience for the clinical site, making the potential for a positive outcome very high. Areas discussed will include flexibility of scheduling students on site throughout the academic year, electronic evaluation forms, and a close line of communication with on campus instructors.

After attending this session, you will be able to:
• Identify possible barriers for administrators/educators when they are asked to host a student for a professional practice experience.
• Describe options that may help remove barriers for the clinical sites as they consider the request to host a student.

1922 Managing and Motivating Difficult Employees

Presented by Erin Nicol, LPN
Leadership & Professional Development Track

Managers dread dealing with difficult employees. Sometimes their first instinct is to avoid these situations hoping they will go away. This only makes things worse. This session will provide tips and tricks on how to bring out the best in your employees by setting clear expectations from the start. Show your team that they have a choice. How will they react when times are tough? Start having those difficult conversations and see what a difference your clear and honest feedback can make.

After attending this session, you will be able to:
• Recognize the importance of their actions when managing difficult employees.
• Raise the bar with clear, well defined expectations.
• Be comfortable giving honest feedback.
**Breakout Sessions**

11:15 AM-12:15 PM

**1923 Name That Organism**

Presented by Taffy Durfee, MT; Chris Seay, MT; Randy Swopes, MT; Jerry Hudgins, MT; T. J. Weatherly, MT; Ken Hawker, MT; and Charles Baker, MT

**Laboratory Track**

This fun and interactive session will help you to learn to identify organisms by their descriptions in a new and exciting way. ‘Contestants’ will be chosen to compete in a contest with six guest speakers that try to sharpen your skills of the most common microorganisms seen in the healthcare lab. Prizes will be given.

After attending this session, you will be able to:
- Identify different organisms visually by their morphology.
- Describe the type of environment each organism may be found.
- Identify the symptoms associated with each organism.

**1924 Hypertension: Diagnosis and Treatment of This Common Condition**

Presented by Anna Jannak, RN, MSN

**Medical Assisting Track**

Hypertension, “the silent killer” is a preventable contributor to death and disease leading to heart disease, stroke, and kidney failure when not detected early and treated appropriately. Patients with comorbidities are at higher risk for death and disease related to high blood pressure. Hypertension is very rarely presented with symptoms, so properly detecting hypertension is vital for optimal patient outcomes. Based on current guidelines, this session will provide allied health professionals with information regarding diagnostic tests and techniques, current treatment options, and tips and tricks for working with this patient population. Topics include proper techniques for taking a blood pressure, “white coat syndrome” and what to do about it, patient teaching about diet and exercise, and commonly prescribed drugs.

After attending this session, you will be able to:
- Identify proper techniques for taking blood pressures.
- Explain current guidelines for treatment and diagnosis of hypertension.

**1925 Pre-Analytical Specimen Quality: Closing the Gap in Quality Laboratory Testing**

Presented by Margaret Blaetz, CLC, MLT(AMT), CCCP(AAPOL), MLT(ASCP)

**Other Allied Professions Track**

Assessment of laboratory quality is broken down into four phases: general, pre-analytical, analytical, and post-analytical. While the laboratory has control over the general and analytical portions, pre-analytical and post-analytical quality is often outside of their hands. Pre-analytical specimen integrity is critical to the result reported by the laboratory. The laboratory must have processes in place to educate the customer on specimen collection, specimen storage and specimen transport. The laboratory must also have processes in place to identify when to reject specimens based on improper collection, storage and/or transport, and to communicate back to the customer in a manner which will provide education for improved specimen quality.

After attending this session, you will be able to:
- Explain the importance of proper collection, transport, and storage of specimens.
- Identify collection, transport, and storage concerns in your own laboratory.
- Assess and evaluate the impact of these improvements.

**1926 Characteristics of Professionalism in Healthcare**

Presented by Kathryn Webster; Deborah Johnson; Meridee VanDraska; and Dr. Beverly Barham

**Leadership & Professional Development Track**

Professionalism is a moving target that can have many different definitions, but what does it mean? It is often defined in terms of characteristics such as attitude, reliability, and trustworthiness. However, in healthcare fields, there is an extra dimension to professionalism due to the vulnerability of our patients. In this presentation we will explore the main characteristics of professionalism, how these characteristics may differ within healthcare related fields, and ways in which we demonstrate our professionalism to those outside of our fields.

After attending this session, you will be able to:
- Identify how professionalism in healthcare-related fields differs from other professions.
- Describe how individuals within healthcare-related fields demonstrate professionalism to others.
1927  **GENERAL SESSION**  
9:00-10:00 AM  
**Facing the Opioid Crisis**  
Presented by Mark Witte  
The opioid epidemic has gotten national attention — rightly so, because today and every day more than 130 people will die from an opioid overdose. We will discuss the origins of addiction and trends in currently used substances and talk about how prevention and treatment programs are addressing the crisis. The problem did not emerge overnight, and it will not be resolved overnight, and so all of us will need to know our role in reducing the epidemic and to resolve together to be an intentional part of the solution.

After attending this session, you will be able to:
- Discuss the contours of the opioid crisis in the US.
- Implement at least one personal strategy to address opioid prevalence or misuse in your daily life and work.

1928  **GENERAL SESSION**  
10:30-11:30 AM  
**Emerging Clinical Applications for Medical Cannabis**  
Presented by Jenn Michelle Pedini  
This session will overview the over three dozen U.S. states and territories that regulate cannabis for medical and/or adult-use.

After attending this session, you will be able to:
- Identify the common and emerging therapeutic applications for medical cannabis.
- Discuss healthcare outcomes typically associated with medical cannabis use.
- Explain how patients access regulated medical cannabis.

1929  **WORKSHOP**  
1:00-3:00 PM  
**Red Cell Morphology: Learn for the Fun of It!**  
Presented by Dr. Georgia McCauley, PhD, MBA, MT(AMT)  
2.00 CE Hours  
The blood smear review for abnormal red blood cell morphology is still a critical diagnostic tool in the differential diagnosis of anemia. Establishing and maintaining competency in abnormal RBC morphology identification and disease correlation is essential, given that most smear reviews will be abnormal due to technological advances of hematology analyzers. Through visual, auditory, and kinesthetic learning activities and case study presentations, the participants will learn to identify and correlate abnormal RBC morphology to clinical conditions. The use of Play-Doh™ modeling will be incorporated into the presentation as a learning tool specifically targeting a kinesthetic learning style.

After attending this workshop, you will be able to:
- Describe the importance of maintaining competency in morphological identification.
- Identify abnormal red blood cell sizes, colors, and shapes through the use of visual, auditory, and kinesthetic activities.
- Correlate clinical conditions associated with abnormal red cell morphology through the use of case studies and Play-Doh® models.

**BREAKOUT SESSIONS**  
1:00-2:00 PM  

**1930 Confronting the Conundrum of Contaminated Blood Cultures**  
Presented by Joel Mortensen, MLT (AMT), SM (NCRM), HCLD (ABB), CLC (AMT)  
**Laboratory Track**  
This session will explore an important financial and clinical problem that faces all hospitals. The issue of contaminated blood cultures is a pre-analytical issue that forces the laboratory to be an active participant with Antimicrobial Stewardship, Infection Control, the Emergency Department, nursing services, and more.

After attending this session, you will be able to:
- Identify the key reason for bacterial contamination of blood cultures.
- Discuss the impact of contaminated blood cultures.
- Discuss ideas for addressing the failure points in the process of collecting these important cultures.

**1931 The Culture of Cultures: Wound Care and Culture Techniques**  
Presented by Christina Wagener, MSN, APRN, NPC, CWCN  
**Medical Assisting Track**  
This session will identify the proper way to identify a colonized wound and how to swab culture a wound correctly. Review of wound principals, wound identification/treatment options by wound type and patient education. Additionally, we will cover when to refer wounds out for a higher level of care.

After attending this session, you will be able to:
- Explain when to perform a culture on a wound.
- Describe the correct technique to perform a wound culture.
- Identify basic principles of wound care and basic dressings/rules in caring for wounds.
**1932 The Act of “Pausation:” Overcoming and/or Managing Perceived Barriers in Your Life**  
Presented by Eric Charlton, MHA, RT(r)  
Leadership & Professional Development Track  
This presentation will highlight what ‘Pausation’ is, and how our own mental barriers can stagnate growth in different facets of our lives.  
After attending this session, you will be able to:  
- Discuss mindfulness strategies, using the Five Facets of Mindfulness Questionnaire.  
- Explain how various factors, such as ego, can hinder professional and/or personal growth.

**1933 Perception, Biases, and Ethics? How Do These Three Things Affect Your Professional Growth?**  
Presented by Marty Hinkel, MT(AMT), Sigma Alpha Pi (NSLS)  
Leadership & Professional Development Track  
Your subconscious mind is making decisions that your conscious mind may not even know about.  
This session will open your eyes to how perception, biases and ethics can be affecting your professional growth and development. Join us as we explore and discuss how our biases may sometimes affect how we deal with patients, colleagues and friends.  
After attending this session, you will be able to:  
- Examine perceptions and discuss how they affect their lives.  
- Develop a better understanding for how personal biases are formed and how to mitigate them.  
- Apply the Ladder of Inference to a personal/professional experience.  
- Consider daily decisions in ethical decisions in healthcare.

**BREAKOUT SESSIONS**  
**2:30-3:30 PM**  
**1934 Calibration and Calibration Verification: Who, What, Where, When, Why, How and Did I Pass or Fail?**  
Presented by Becky Socha, MS, MLS(ASCP), BB(ASCP)  
Laboratory Track  
If you’ve ever wondered about the difference between validations and verifications, and why we do them, or when we do them, this session is for you! Calibrations and validations are not just for the supervisors or clinical specialists to perform, they are the responsibility of everyone in the lab. Come find out what these are all about! This session will discuss validation, verification, linearity, calibration and calibration verification in the clinical laboratory. An overview of the reasons for performing these as well as the functions of each will be presented with examples used to demonstrate important concepts. During this session, the importance of performing calibration and calibration verification to identify problems before they can impact patient results will be emphasized.  
After attending this session, you will be able to:  
- Define and describe the differences between verification, validation, calibration, and calibration verification.  
- Explain the importance of performing calibration and calibration verification.  
- Analyze results, identify problems and resolve them before they can impact patient results.

**1935 Building Registered Apprenticeships in Healthcare**  
Presented by Linda Witte, RMA, MPA, CBSP  
Medical Assisting Track  
If you are an educator, an employer preceptor, or just want to know more about this innovation in healthcare training, this workshop is for you! The Program Manager who put together the first registered apprenticeship in the nation for CAAHEP-accredited Medical Assisting Programs and in Michigan for Sterile Processing Technician training will share the components of a registered apprenticeship, program design information, career one-stop center coordination, employer involvement strategies, and return on investment data. Come and learn a new training strategy to bring back to your community!  
After attending this session, you will be able to:  
- Define and describe the differences between verification, validation, calibration, and calibration verification.  
- Explain the importance of performing calibration and calibration verification.  
- Analyze results, identify problems and resolve them before they can impact patient results.
1936 **Documentation: One Word Can Make A Difference**

**Presented by Sarah Chojnacki, B.S., CMA(AAMA)**

Medical Assisting Track

Did you know that as little as one incorrect letter in the spelling of some medical terms can result in an entirely new medical term? This session will highlight the importance of accurate medical documentation. One will identify what to do: if a mistake is made when documenting in a patient chart, if it’s not easy to read a provider’s order, or if there’s uncertainty of what needs to be documented. Attendees will have the opportunity to test their knowledge about look-alike and sound-alike medical terms. Please join us for this interactive educational session.

After attending this session, you will be able to:
- Identify and define medical terms that look like or sound like other medical terms.
- Reexamine basic documentation guidelines.
- Acquire documentation preferences from the perspective of the medical provider.

1937 **Government Affairs Round-Up**

**Presented by Michael N. McCarty, JD; Kimberly A. Cheuvront, Ph.D., MBA, MT(AMT, ASCP); Robert Newberry, MT(AMT)**

Leadership & Professional Development Track

This session of panelists will present an update on legal, legislative, and regulatory policy issues affecting AMT professionals at both the federal and state levels. The presentation will be followed by an interactive discussion with attendees on current policy issues of interest to them.

After attending this session, you will be able to:
- Describe current legislative and regulatory developments affecting payment for clinical laboratory services.
- Discuss current legislative and regulatory developments affecting the practice of clinical laboratory technology under CLIA and other federal and state laws.
- Discuss current legislative and regulatory developments at the State level affecting the regulation of allied health disciplines certified by AMT.

**BREAKOUT SESSIONS**

**3:45-4:45 PM**

1938 **Kahoot It! Medical Detectives Solve Hematology Case Studies Clue by Clue**

**Presented by Dr. Georgia McCauley, PhD, MBA, MT(AMT)**

Laboratory Track

Join other medical laboratory detectives to solve hematology cases clue by clue, using an interactive learning game on your mobile device. Use of technology can make learning awesome! Download the app Kahoot! on Android or Apple devices prior to attending this session.

After attending this session, you will be able to:
- Assess results of CBC/differential and cell morphology in hematology case studies.
- Evaluate additional laboratory test(s) to help determine the likely disease/disorder of the cases.
- Identify the hematological disease/disorder based on the presented information of the case studies.

1939 **All About Pee: Diagnosing, Treatment, and Prevention of Urinary Tract Infections**

**Presented by Tracy Mixdorf, DO, Master of HCA, Family Physician**

Medical Assisting Track

In this session you will learn about who we should consider testing for urinary infections, when to treat, when to recheck, and how to prevent infections. We will discuss the pros and cons of treatment and prevention options. How to make your team the “Golden” team for diagnosis, treatment, and prevention of urinary infections.

After attending this session, you will be able to:
- Describe who should be tested for urine infections.
- Identify the most appropriate treatments for urine infections.
- Educate your patients to prevent future infections.
1941 Health Literacy: Simple Tools to Improve Communication Between Provider and Patient

Presented by Jennifer DeMichael, MS, CMA(AAMA), Program Director/Assistant Professor

Leadership & Professional Development Track

In order to be effective patient advocates, health care professionals must be able to identify a patient’s comprehension of health-related information as well as provide resources and education designed for the patient’s level of understanding. This session will discuss the importance of incorporating health literacy concepts into patient interactions. Participants will learn how to access resources and implement health literacy concepts and practices into their patient encounters.

After attending this session, you will be able to:

• Define health literacy.
• Explain the health impact of low health literacy.
• Demonstrate effective communication strategies to improve interactions with low health literacy individuals.

1940 Quality Interactions Through Cultural Competency Kimberly Munson

Presented by Kimberly Munson, Masters in Cross Cultural Communication, RMA (AMT) RPT (AMT) CMA (AAMA)

Leadership & Professional Development Track

The increasing diversity of the nation brings opportunities and challenges for health care providers, health care systems, and policy makers to create and deliver culturally competent services. Cultural competence is defined as the ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients. A culturally competent health care system can help improve health outcomes and quality of care and can contribute to the elimination of racial and ethnic health disparities. This brief session provides relevant training on cultural competence and cross-cultural issues faced by health professionals and offers suggestions for creating policies that reduce administrative and linguistic barriers to patient care.

After attending this session, you will be able to:

• Define the concept of cultural competency
• Describe how cultural competency in health care can improve patient care
• Identify practical techniques and resources for communicating with patients from other cultures
## CONTINUING EDUCATION SESSIONS SNAPSHOT

All sessions provide 1.00 CE Hour unless otherwise noted.

### DAY 1 | MONDAY, JULY 1

9:00 – 10:00 AM  **1901 Keynote Address** | Chip Madera  
*Exceptional Experiences: Every Patient … Every Time*

10:30 – 11:30 AM **1902 General Session** | Dylan Todd  
*Drug-Like Molecules From the Microbiome*

1:00 – 2:00 PM Breakout Sessions (choose one)

| 1903 Laboratory  
Speaker: McCauley  
*Kahoot It! – Are You Smarter Than a Medical Laboratory Science Student?* |
| 1904 Laboratory  
Speaker: Francis  
*Overview of Next Generation Cardiac Troponin High Sensitive Assays* |
| 1905 Medical Assisting  
Speaker: Young  
*A Glimpse Into the World of Dementia* |
| 1906 Leader & Prof Dev  
Speaker: Janeczko  
*Multiple Generations in the Workforce* |
| 1907 Leader & Prof Dev  
Speaker: Kosiek  
*Be Prepared: Tips and Tools for a Successful CAP Inspection* |

2:15 – 3:15 PM Breakout Sessions (choose one)

| 1908 Laboratory  
Speaker: Da Costa-Carter  
*No Can Do: Foodborne Botulism Toxin Poisoning from Home Canning* |
| 1909 Laboratory  
Speaker: Blaetz  
*Proficiency Testing: Turning Pitfalls into Positive Outcomes* |
| 1910 Medical Assisting  
Speaker: Jones  
*Four Deadly Rhythms* |
| 1911 Leader & Prof Dev  
Speaker: Janeczko  
*Managing Stress in the Healthcare Setting* |
| 1912 Leader & Prof Dev  
Speaker: Lavender  
*Volunteer Leadership: A Difference Maker* |

3:45 – 4:45 PM **1913 General Session** | Chip Madera  
*Courageous Leadership: Inspiring Others in Times of Change*

### DAY 2 | TUESDAY, JULY 2

8:30 AM – 11:00 PM **1914 Workshop** | Dustin Martinez  
*2.50 CE Hours | Antibody Identification*

8:30 – 9:30 AM Breakout Sessions (choose one)

| 1915 Laboratory  
Speaker: Tenuta  
*Pre-Analytical Best Practices in Blood & Urine Collection* |
| 1916 Medical Assisting  
Speaker: Courtright  
*Migraine Madness: More than “Just” a Headache* |
| 1917 Medical Assisting  
Speaker: Dzoga  
*Successful Integration of Technology in the Classroom* |
| 1918 Leader & Prof Dev  
Speaker: Marino  
*Medical Assisting Education and CAAHEP Accreditation* |

10:00 – 11:00 AM Breakout Sessions (choose one)

| 1919 Medical Assisting  
Speaker: Hanna  
*Breakthrough Medical Technologies for Patients and Practitioners: Facilitating an Ideal User Experience* |
| 1920 Medical Assisting  
Speaker: Goldberg  
*Spinal Cord Injuries* |
| 1921 Other Allied Prof  
Speakers: Webster, Johnson, VanDraska, Barham  
*Practical Solutions for Clinical Professional Practice Sites* |
| 1922 Leader & Prof Dev  
Speaker: Nicol  
*Managing and Motivating Difficult Employees* |

11:15 AM – 12:15 PM Breakout Sessions (choose one)

| 1923 Laboratory  
Speaker: Durfee, Seay, Swopes, Hudgins, Weatherly, Hawker, Baker  
*Name That Organism* |
| 1924 Medical Assisting  
Speaker: Jannak  
*Hypertension: Diagnosis and Treatment of This Common Condition* |
| 1925 Other Allied Prof  
Speaker: Blaetz  
*Pre-Analytical Specimen Quality: Closing the Gap in Quality Laboratory Testing* |
| 1926 Leader & Prof Dev  
Speakers: Webster, Johnson, VanDraska, Barham  
*Characteristics of Professionalism in Healthcare* |

**KEY:**  
Laboratory  Medical Assisting  Leadership & Professional Development  Other Allied Health Professions
### Special Events, Receptions, & Orientations

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<thead>
<tr>
<th>DAY 3</th>
<th>WEDNESDAY, JULY 3</th>
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<tbody>
<tr>
<td>9:00 – 10:00 AM</td>
<td><strong>1927 General Session</strong></td>
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<tr>
<td>10:30 – 11:30 AM</td>
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<tr>
<td>1:00–3:00 PM</td>
<td><strong>1929 Workshop</strong></td>
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<td>1:00–2:00 PM</td>
<td><strong>Breakout Sessions</strong> (choose one)</td>
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<tr>
<td>1930 Laboratory</td>
<td>Speaker: Mortensen</td>
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<td>1931 Medical Assisting</td>
<td>Speaker: Wagener</td>
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<tr>
<td>1932 Leader &amp; Prof Dev</td>
<td>Speaker: Charlton</td>
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<tr>
<td>1933 Leader &amp; Prof Dev</td>
<td>Speaker: Hinkel</td>
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<tr>
<td>2:30–3:30 PM</td>
<td><strong>Breakout Sessions</strong> (choose one)</td>
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<tr>
<td>1934 Laboratory</td>
<td>Speaker: Socha</td>
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<tr>
<td>1935 Medical Assisting</td>
<td>Speaker: Witte</td>
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<td>Speaker: Chojnacki</td>
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<td>Speaker: McCarty, Cheuvront, Newberry</td>
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<td>Speaker: Munson</td>
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<tr>
<td>1941 Leader &amp; Prof Dev</td>
<td>Speaker: DeMichael</td>
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**First Time Attendee Orientation**

Monday, July 1
7:00 – 8:00 AM

Is this your first AMT Educational Program and National Meeting? Come to this gathering to get an overview of the AMT Educational Program and National Meeting and to preview programs and activities slated for the next three days. Learn how to record your CE. The First Time Attendee Orientation is also a great opportunity to connect with others attending for the first time.

**Opening Ceremony & Keynote**

Monday, July 1
8:30 – 10:00 AM

Celebrate the unique and time-honored tradition of the Opening Ceremony at the AMT Educational Program and National Meeting and get inspired through an energizing and encouraging Keynote presentation. This morning session is always motivational and is not to be missed!

**Welcome Party**

Monday, July 1
7:00 – 10:00 PM

Catch up with friends and colleagues while enjoying light snacks and a cash bar. This casual and fun event will have you dancing the night away all while you socialize and network. The Welcome Party is open to all fully registered attendees; guest tickets are available, so friends and family can join the fun.
**New Delegate Orientation**
Tuesday, July 2
7:30 – 8:30 AM
The new delegate orientation provides newly elected or appointed delegates the foundation they need to become strong leaders in their states. Presentations cover a range of key topics. Participants have the chance to discuss issues with colleagues across their district.

**Medical Assistant Student Challenge Bowl**
Tuesday, July 2
11:30 AM – 1:00 PM
This event is an opportunity for medical assistant students to demonstrate their knowledge and show their school pride! The Medical Assistant Student Challenge Bowl is an educational competition and is open to all Medical Assistant students enrolled in a Medical Assistant program at the time of the competition and who have not yet taken the AMT RMA exam.

The school winning the Challenge Bowl will receive a trophy. A team includes two students plus a coach/instructor from your school. Meeting registration fee will be waived for the day of the competition for one coach (member or non-member value) and each of the two student contestants.

**Awards Banquet**
Tuesday, July 2
Cocktail Hour 6:00 PM
Banquet 7:00 PM
Convocation 8:00 PM
*Ticketed Event*

The Awards Ceremony celebrates high achievements and excellence in the professions. Over 20 awards are presented including the Order of the Golden Microscope (OGM), AMT’s highest Medical Technologist honor, and the Medallion of Merit (MOM), AMT’s highest Medical Assistant honor. Additional awards will be given to honor other members who have also contributed to the professions and to AMT.

Join us on Tuesday evening as we honor the achievements of colleagues in the profession and be inspired!

**OGM – MOM Dinner (Invitation Only)**
Wednesday, July 3
7:00 PM
Attendees of this event are invited to honor current and past recipients of the OGM and MOM Awards. This is event is by invitation only.

**Lunch of Champions**
Thursday, July 4
12:00 – 1:00 PM
*Ticketed Event*

The Lunch of Champions is a luncheon for current and past recipients of the “of the Year” Awards.

**Sweet Suite Reception**
Thursday, July 4
8:00 – 10:00 PM
Your AMT President, Jeannie Hobson, AHI, CMAS, RMA, RPT, invites you to the Sweet Suite Dessert Reception. What better way to conclude your AMT Educational Program and National Meeting experience than with small, sweet, bites of dessert!

**Chicago Fireworks**
Thursday, July 4 | 9:30 PM
*Plan on Your Own*

Independence Day celebrations in Chicago include many fun activities and take place on the picturesque shores of Lake Michigan. Attendees can enjoy spectacular pyrotechnics along the downtown lakefront. At Navy Pier beginning at 9:30 PM, fireworks will light up the sky, in synch with a score of patriotic music.

**PLEASE NOTE:** Navy Pier will be crowded and early in the day may reach capacity and close its gates to ensure the safety and comfort of all guests. Fireworks can be enjoyed from Grant Park or other areas alongside the lakeshore. Plan your visit accordingly.
BUSINESS MEETINGS

AMT Board of Directors Meeting
Sunday, June 30
9:00 AM – 5:00 PM

AMT Council Working Dinner Meeting
Sunday, June 30
5:00 – 9:00 PM

Committee Meetings
Tuesday, July 2
1:30 – 3:00 PM
• Convention and Mentors Committee
• Membership Committee
• Nominating Committee
• Student Activities Committee
• Publications and Electronic Media Committee
• Government Affairs Committee
• Scientific/Speakers Committee

Meet the Candidates & Resolutions Committee Presentation
Tuesday, July 2
3:30 – 5:00 PM
Candidates for the AMT Board of Directors will be presented to AMT members. Any resolutions will be considered.

State Presidents’ Forum
Wednesday, July 3
7:30 – 8:30 AM
Attendance limited to State Society presidents or appointed representative.

Editors’ Workshop
Wednesday, July 3
11:45 AM – 1:00 PM

District Meetings
Thursday, July 4
7:30 – 8:30 AM
All District members should attend their district meeting.
• Eastern District
• Central District
• Great Lakes District
• Southern District
• Western District

AMTIE Annual Business Meeting
Thursday, July 4
9:00 – 9:30 AM
AMTIE President Jeannie Hobson, AHI, CMAS, RMA, RPT, presiding
1. Call to Order
2. Roll Call
3. Adoption of Agenda
4. Approval of 2018 Annual Meeting Minutes
5. Treasurer’s Report
6. Scholarship Committee Report
7. AMTIE Annual President’s Report
8. Forum of Membership Input (Open Discussion)
9. Adjournment

Town Hall Session
Thursday, July 4
9:30 AM – 12:00 PM
The Town Hall meeting brings AMT members and the Board of Directors together to discuss issues of importance.

AMT Annual Business Meeting
Thursday, July 4
1:30 – 4:30 PM
AMT President Jeannie Hobson, AHI, CMAS, RMA, RPT, presiding
1. Call to Order
2. Report of Credentialing Committee and Roll Call
3. Adoption of Agenda
4. Minutes of 2018 Annual Business Meeting
5. Treasurer’s Report
6. Resolutions
7. Bylaws Amendments
8. Nominating Committee Report
9. Election to the AMT Board of Directors (Election process to begin by 3:00 PM)
10. Adjournment

AMT Board of Directors Organizational Meeting
Thursday, July 4
4:30 – 5:00 PM
An experience awaits you in the City of Chicago!

Join AMT this summer in Chicago for days full of engaging CE sessions and nights with plenty of entertainment. There’s something for everyone to do in Chicago — food, music, museums, parks and a beautiful lakefront.

Visit choosechicago.com to discover all that awaits you in Chicago.

Shopping
The Magnificent Mile on Michigan Avenue packs luxury boutiques, department stores and multi-story mega malls all into one eight-block stretch. Chicago’s Loop shopping on State Street, the iconic “Great Street,” includes historic buildings and luxury splurges mixed in with bargain finds. Don’t leave the Windy City without picking up a sweet souvenir to remember the trip.

Restaurants
Star chefs; world-renowned, Michelin-rated restaurants; and cuisine inspired by every culture imaginable. Chicago is a culinary mecca. Maybe you are in the mood for deep dish pizza, a Chicago-style hot dog, Italian beef, that perfect cut of steak, cheesecake, caramel corn or a craft beer. The city does not fall short of expectations.

Culture Arts & Entertainment
Shedd Aquarium, The Field Museum, Adler Planetarium, Soldier Field, 12th Street Beach, Huntington Bank Pavilion at Northerly Island, Grant Park, Buckingham Fountain, Lakeshore Running/Jogging/Walking/Biking Path, Millennium Park, Museum of Contemporary Photography, Chicago Symphony Center, The Art Institute of Chicago, Buddy Guy’s Legends, Jazz Showcase

Architecture
Enjoy a bird’s eye view of the city at 1,300 feet, from the Willis Tower or 1,000 feet, 360-degree view of four states from the John Hancock Observatory.
REGISTRATION & TRAVEL

HOW TO REGISTER

Online
Visit https://www.americanmedtech.org/Be-Involved/AMT-Annual-Meeting to register. AMT Members, be sure to include your Member ID number to secure the lowest rates.

Mail/Email/Fax
Registration Form available for download at https://www.americanmedtech.org/Be-Involved/AMT-Annual-Meeting

Mail with payment to:
AMT
Attn: Accounts Receivable
10700 W. Higgins Rd., Suite 150
Rosemont, IL 60018

Email completed registration form with payment information to:
mail@americanmedtech.org

Fax completed registration form with payment information to:
847/823-0458

Onsite
Registration will be open Sunday, June 30 through Thursday, July 4. Please note that onsite registration fee is the standard fee.

HOTEL RESERVATIONS

Visit https://www.americanmedtech.org/Be-Involved/AMT-Annual-Meeting

Click the “Registration Link” link near the bottom of the page. You can also call 877-865-5320. Make sure to provide the reference group code ANC. The Hilton Chicago is located at 720 South Michigan in downtown Chicago.

GETTING THERE

Air Travel
Purchase your air travel to and from one of the two Chicago Airports: O’Hare International Airport (ORD) or Chicago Midway Airport (MDY).

Taxi

<table>
<thead>
<tr>
<th>Airport</th>
<th>Distance from Hilton Chicago</th>
<th>Drive Time</th>
<th>Avg. Taxi Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicago-O’Hare International</td>
<td>19 miles</td>
<td>45 minutes</td>
<td>$50</td>
</tr>
<tr>
<td>Chicago Midway</td>
<td>11 miles</td>
<td>30 minutes</td>
<td>$35</td>
</tr>
</tbody>
</table>

Public Transportation

From O’Hare International Airport: Take CTA Blue Line train to the Jackson stop. This is the only subway train leaving O’Hare. Walk 0.6 miles southeast to 720 S. Michigan Ave.

From Midway Airport: Take the CTA Orange Line train to the Roosevelt stop. Walk 0.5 miles north to 720 S. Michigan.

Airport Shuttle Service
Choose from two shuttle services to book your transport from the airport
Super Shuttle: https://www.supershuttle.com/locations/chicago-ord-mdw/
Airport Express: https://www.airportexpress.com/

Parking
Self-parking: $62.00 (Garage Parking) | Valet: $75.00 (Valet Parking)
SAVE THE DATE!

82nd Educational Program and National Meeting
July 13-17, 2020
Albuquerque, NM

For further information, contact:
American Medical Technologists
10700 West Higgins Road, Suite 150
Rosemont, IL 60018
(847) 823-5169
FAX (847) 823-0458
e-mail: mail@americanmedtech.org
website: www.americanmedtech.org